



185398  
185400  
185401

2006-223-C - Bluffton  
2006-222-C ILEC - Hargray  
2000-520-C - CLEC Hargray

April 10, 2007

Charles Terreni  
Chief Clerk and Administrator  
Public Service Commission of South Carolina  
P O Box 11649  
Columbia SC 29211

C. Dukes Scott  
Executive Director  
Office of Regulatory Staff  
P O Box 11263  
Columbia SC 29211

Re: Quality of Service Reports for Hargray Telephone Co. Inc., Bluffton  
Telephone Co. Inc., and Hargray Inc. for the quarter ended 12/31/06.

3/31/07

Dear Sirs:

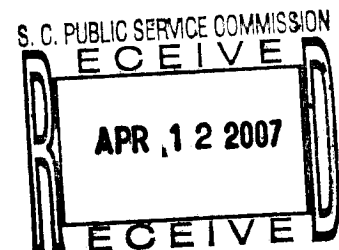
I have enclosed the Quality of Service reports for Hargray Telephone and Bluffton  
Telephone. I have also enclosed the CLEC service quality report for Hargray Inc.

Please contact me at 843-341-1579 if you should have any questions.

Yours truly,

Ed Heuck  
Chief Technology Officer

Enclosures



PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

**CLEC QUARTERLY SERVICE QUALITY REPORT**

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY, INC.

QUARTER / YEAR Q1 / 2007

Reporting Month	<u>JANUARY</u>	<u>FEBRUARY</u>	<u>MARCH</u>
Number of Customer Access Lines Provided:			
via Resale	<u>~</u>	<u>~</u>	<u>~</u>
via UNE-P	<u>~</u>	<u>~</u>	<u>~</u>
via Other Methods	<u>6522</u>	<u>6726</u>	<u>6987</u>
Total Line Count	<u>6522</u>	<u>6726</u>	<u>6987</u>
<u>Trouble Reports / Access Line (%)</u> (Objective: < 7%)	<u>0.80 %</u>	<u>1.13 %</u>	<u>0.77 %</u>
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)	<u>96.15 %</u>	<u>98.68 %</u>	<u>96.30 %</u>
<u>New Installs Completed w/in 5 Days(%)</u>	<u>81.95 %</u>	<u>84.43 %</u>	<u>85.40 %</u>
<u>Commitments Fulfilled(%)</u> (Objective: > 85%)	<u>90.82 %</u>	<u>90.50 %</u>	<u>93.54 %</u>

Explanation for Objectives Not Met: \_\_\_\_\_

Does your company use its own switching facilities  
to provide services within South Carolina?

YES ☒ NO ☐

Person Making Report / Contact Information: \_\_\_\_\_